



Exhibit "A"

March 20, 2008

Nelson Fowler, Manager A  
Shelby County Government  
160 N. Main, Suite 550  
Memphis, Tennessee 38103

Mr. Fowler:

Systems Design is pleased to present a proposal to provide computer consultant services for the Memphis and Shelby County Juvenile Court Clerk in accordance with the guidelines and specifications of your request for proposal #08-002-52 dated February 26, 2008.

This proposal is valid for ninety (90) days from the above date. All information represented within this proposal is deemed accurate to the best of my knowledge. This proposal has been developed within the confines of Systems Design with no outside consultation. We have not reviewed any previous bids by other companies from past RFP's, nor contacted anyone for information for the current proposal.

Please feel free to contact me with any questions or clarifications regarding our proposal. As President of Systems Design, I am authorized to submit and/or negotiate any proposal to Shelby County. I look forward to the opportunity to continue to serve the Memphis and Shelby County Juvenile Court Clerk through the utilization and completion of the entire proposal.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Don Jarnagin'.

Don Jarnagin, President  
Systems Design  
658 Carpenter Street  
Memphis, Tennessee 38112  
(901) 237 - 2011

Vendor # 07897  
EOC # EOC-V-0209-12465

**ATTACHMENT**

**Proposal Response Sheet**

**COMPUTER CONSULTANT SERVICES, RFP # 08-002-52**

Name of firm: Systems Design  
Firm's Website: http://www.tlgsoftware.com

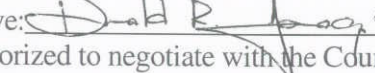
Mailing Address:  
658 Carpenter Street  
Memphis, Tennessee 38112

Phone: 901-237-2011  
Fax: 901-405-8451

Remit Address:  
658 Carpenter Street  
Memphis, Tennessee 38112

Phone: 901-237-2011  
Fax: 901-405-8451

Payment Terms: \_\_\_\_\_

Authorized Representative:  Print: Donald R. Jarnagin  
Signature (Person authorized to negotiate with the County on behalf of the organization/firm.)  
Email address: djarnagin@tlgsoftware.com

Authorized Representative: \_\_\_\_\_ Print: \_\_\_\_\_  
Signature (Person authorized to negotiate with the County on behalf of the organization/firm.)  
Email address: \_\_\_\_\_

The signature (s) above indicates that certifies that:

- (i) the Proposer's signatory is an agent authorized to submit proposals on behalf of the organization/firm;
- (ii) all declarations in the proposal and attachments are true to the best of reasonable knowledge;
- (iii) all aspects of the proposal, including cost, have been determined independently, without consultation with any other prospective Proposer or competitor for the purpose of restricting competition;
- (iv) the offer made in the proposal is firm and binding for 90 days after receipt of the proposal by the County; and
- (v) all aspects of this RFP and the proposal submitted are binding for the duration if this proposal is selected and a contract awarded.

EOC #: EOC-V-0209-12465 (If you do not have a valid EOC #, please contact the EOC Office at 901-545-4336)

\_\_\_\_\_ Check here if you qualify as a MBE \_\_\_\_\_, or WBE ☒

(Minority or Woman owned Business Enterprise) If so, please indicate the classification below:

☐ African American ☐ Hispanic American ☐ Asian American ☐ Native American ☒ Other Woman Owned

\_\_\_\_\_ Check here if you qualify as an LOSB (Locally owned Small Business)

This page MUST be printed on your company letterhead or stationary.



Response Checklist:

Please make sure that basic information listed below is provided in your RFP before you submit your response.

- ☒ Cover Sheet/Proposal Response Sheet (Required)
- ☒ Utilization Report (Required)
- ☒ Comprehensive Response to Minimum Requirements & Required Services
- ☒ Cost & Fees
- ☒ Experience of Respondent
- ☒ References
- ☒ Additional Information (optional)

***(This checklist does not absolve the Respondent of any other required documentation indicated in the document not listed above. Please use the information highlighted above as a reference only)***

RFP UTILIZATION REPORT

	MALE					FEMALE					
	Subtotals	White	African American	Hispanic	Asian Pacific Islander	Other	White	African American	Hispanic	Asian Pacific Islander	Other
Officials and Managers	1						1				
Professionals	1	1									
Technicians											
Sales Workers											
Office and Clerical											
Crafts workers (Skilled)											
Operative (Semi-Skilled)											
Laborers (Unskilled)											
Service Workers											
Totals	2	1					1				

How was the above information as to race or ethnicity established?  
☒ A) Visual Survey    ☐ B) Employee Records

Please list the date for employment information reported 03/18/2004    ☐ Other Please Specify:

The Concept of race used by the Equal Employment Opportunity Commission does not denote clear-cut scientific definitions of anthropologic origins. For the purpose of this report an employee may be included in the group to which he or she appears to belong, identities with, or is regarded in the community as belonging. However, no person should be counted in more than one race/ethnic category

NOTE: 1 The Category "HISPANIC" while not a race identification is included as separates race/ethnic category because of the employment discrimination often encountered in this group; for this reason do not include HISPANIC under either "white" or "black".

For the purpose of this report the following race/ethnic categories will be used:

a) The Category "White" (not of Hispanic origins): All persons having origins in any of the original peoples of Europe North Africa or Middle East.

b) The Category "African American persons having origins in any of the original peoples of Africa

c) The Category "Hispanic" All persons of Mexican, Puerto Rican, Cuban, Central or South American. For other Spanish culture regardless of race

d) The Category "Asian or Pacific Islander". All

persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Sub-Continent, or the Pacific Islands. This area includes for example, China, Japan, Korea, the Philippine Islands, and Samoa

e) The Category "American Indian or Alaskan Native": All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation community recognition

Source: Bureau of the Census

Response To  
Memphis & Shelby County Juvenile Court Clerk  
For  
Proposal for Computer Consultant Services  
RFP# 08-002-52

Submitted By

**SYSTEMS DESIGN**  
658 CARPENTER STREET  
MEMPHIS, TENNESSEE 38112  
(901) 237 - 2011

March 20, 2008

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## **Overview of Services**

Systems Design is a computer-consulting firm having extensive experience in systems development and integration with microcomputers, mini-computers, and mainframes. Our primary objective is to continue current design, development and migration of present DOS-based and Windows-based (16-bit) applications to total Windows-based (32-bit) applications on multiple microcomputer networks. The scope of services will encompass:

- ❑ Project Management
- ❑ Application Systems Development
- ❑ Information Systems Planning
- ❑ System Conversion/Migration
- ❑ Computer Hardware/Software Evaluation
- ❑ Technical Support

Systems Design is currently providing these services to the Juvenile Court Clerk, and Don Jarnagin has provided these services for nineteen of the last twenty-one years. All of these services have been provided with professionalism, technical competency and responsiveness to the needs of the Juvenile Court Clerk.

## **Scope of Work**

### Management Consulting:

Systems Design will continue to work in cooperation with the Computer Systems Technician, the Office Systems Technician, and the Juvenile Court Information Systems Manager to manage and organize the Information Systems of the Juvenile Court Clerk. We will continue to provide training and resource information to the Office Systems Technician. We will continue to utilize the Information Systems Department of Shelby County to be a cost-effective office within the Shelby County Government. We will also continue to work with the State of Tennessee Information Systems and the State OIR department in conjunction with TCSES.

### Microcomputer Acquisition and Support:

In an effort to continue the current progress of the Juvenile Court Clerk toward advanced technology, Systems Design will continue to evaluate and integrate multiple operating environments on the microcomputer platform. As an authorized Microsoft partner, we are highly qualified in development and management under Microsoft Windows 9x, Windows NT, Windows 2000, Windows XP, and Windows Vista. We also manage and maintain microcomputer networks under Microsoft Windows 2003 Server, Windows Small Business Server 2005, and Novell Netware 4.x and 5.x platforms. We currently have one Novell Netware 4.11 server, one Novell Netware 5.1 Server and one Windows 2003 Servers integrated at the Juvenile Court. These systems are also integrated into the Shelby County WAN, as well as the State of Tennessee WAN.

We will continue our current design and implementation of the Juvenile Court Clerk's applications from the current DOS based systems to Windows based systems. Utilizing Computer Associates Realia-Workbench, we will continue the design model in place to convert the COBOL and CICS applications to a SQL System. We have already developed and implemented a Court Minutes system that can be accessed from a central office or directly from the Court Room.

### Website and Email Support:

Systems Design was instrumental in obtaining a cost-effective method of Internet access, email and web hosting. By integrating with Shelby County Information Technology, the Juvenile Court Clerk can utilize Internet and email within the County's budget. This service provides the Juvenile Court Clerk's Office all services needed, without the overhead of additional file servers or routers. Also, the maintenance responsibility is shared between Shelby County IT and the Juvenile Court Clerk. We will continue to analyze internet usage with employees as well as document cost analysis for the Clerk.

We will continue to adapt our current court orders / minutes system to accommodate local attorneys and other government agencies to provide electronic documentation via email and integrate that data into our system.

#### LAN Support:

Systems Design will continue to be responsible for setup, maintenance and configuration of current and future network systems. We are currently supporting Novell 4.x and 5.x servers, as well as a Microsoft 2003 server. These servers are integrated into the County's WAN for sharing and utilization of all County resources. We strive to apply preventive maintenance strategies to maximize limited down-time in our network environment.

#### Languages, Databases, Spreadsheets:

Systems Design will continue to provide a base of support for all software tools currently in use in the Juvenile Court Clerk's Office. We will also support any and all software purchased during the life of the contract in concert with the standardizing of software. Current software utilized includes the Microsoft Office 2003 family (Access, Excel, Word, PowerPoint, Publisher, and Outlook), Norton PCAnywhere 10, Norton Antivirus 10.5 Corporate Edition, Microsoft Visual Basic 6.0, Visual FoxPro 6.0, Visual Studio.Net 2005, and Crystal Reports. We will also continue to use and support Computer Associates Realia COBOL/CICS, Realia Workbench, and Realia VSAM file management utilities until migration to a SQL server is complete.

#### Planning:

Systems Design has provided the Juvenile Court Clerk with short and long-term plans needed for direction and organization of the data processing department. Plans for Juvenile Court Clerk personnel and resources will continue to be developed according to system development and hardware platforms.

Don Jarnagin successfully accomplished the complete migration of the Juvenile Court Clerk's Office mainframe application to a departmental network. However, since that time, the scope of services the Juvenile Court Clerk's Office provides has changed. Therefore, the applications need to be streamlined to best fit the staff of the Clerk as well as the public we serve.

#### Hardware/Software Acquisition:

Systems Design will assist in the evaluation and selection of computer resources such as file servers, workstations, peripheral equipment (network switches, printers, etc.) and software packages; review and determine computer

requirements; prepare requests for proposal; and evaluate and implement these processes.

Systems Design/Planning:

Life cycle systems design and development, programming, testing and implementation will be an ongoing effort during the life of the contract. Maintaining the most structured and documented systems should allow for responsive and expeditious action for all programming and development projects.

Training:

Training and documentation of current systems, as well as new technology will continue to be provided for all staff. Training has been done in house, as well as providing local vendors to arrive onsite and provide other specific training in areas new to Court Clerk personnel.